

I am writing to urge that video relay services be fully funded so that VRS users can receive services with the same speed, promptness, and good quality as those available to users of text relay services.

As a deaf person, I have recently come to realize that video relay services may meet my needs at work better in many ways than the text relay services I have been using and has the potential to greatly increase my work productivity and equal access to information in the work environment. This potential, however, will not be fully realized if VRS services are inadequate to meet my needs. For example, I work in a very fast-paced environment where I sometimes need to contact people quickly in order to obtain the information I need within moments. This would not be feasible if I had to wait several moments to connect to a VRS interpreter simply because there aren't enough interpreters available to meet immediate demand.

Thank you,
Andrea Shettle, MSW
Research Assistant
Executive Office
World Bank